

## Bob X

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### SKILLS

#### **Documentation Management**

- Hiring: Fielded technical writing and other high-tech resumes; scheduled and conducted interviews; led hiring process for teams of up to twelve co-workers.
- Documentation planning: Wrote documentation plans for complex software suites requiring multiple doc deliverables in a variety of formats (print and online); wrote documentation specs for individual deliverables, incorporating details about audience, format, scheduling and proposed content.
- Team leadership: Made assignments to writers based on documentation plans and specs; assisted lead editors in planning hand-off milestones and deadlines; arranged and led regular meetings to help writers keep timely progress; organized writing team conferences with programmers, testers, program managers and marketing representatives to clarify details of subject material.
- Travel: Made frequent trips to visit existing and potential customers for software products being documented by my team, for the purpose of learning how both the software and documentation are used in a real-time workplace environment. Some customers visited include: Nissan Motor Co. (Los Angeles, CA); Dunn & Bradstreet (New York, NY); O'Connor/Cavanaugh (Phoenix, AZ).

#### **Documentation Writing and Editing**

- Writing: Wrote print and online documentation for multiple client/server software applications on both Windows and Macintosh platforms. Plenty of experience as a team writer, team lead, and solo writer on various projects.
- Editing: Edited whole manuals for revised style standards and adding version-related update information; peer-edited some documents for other writers when no editor was on staff; regularly checked my own writing and others' against style; worked closely with both developmental and copy editors whenever such resources were available.

#### **Product Research**

- Specs: Very familiar with reading engineering specs, design specs, and other related materials from non-documentation feature team resources; assessed stability and accuracy of information at regular intervals to be certain of what could be applied to technical publications; requested new specs when appropriate to gain required knowledge in particular technical areas.
- Other research: Conducted regular meetings and informal visits with program managers and other feature team members for clarification and education on specific software details; interviewed customers using questionnaires, both by phone and in person (at conferences, or at scheduled visits to customer sites) to determine current uses and future requests for documentation.

#### **Marketing Writing**

- General: At different times, I have been called on to write white papers, ad copy, packaging copy, press releases, trade magazine articles, screen text and "wizard" text for various software components.

#### **Technical Skills**

- Software: Microsoft Windows NT and 95 operating systems; Microsoft Office; Microsoft Visual Safe Source; Adobe PageMaker; HTML; WinHelp; various Microsoft internal tools (Grail, SLM, RAID, Spider).
- Other computer/electronics: Extensive business software and client/server environment familiarity; basic programming knowledge, including WinHelp and HTML; can read some code; SuperBeta video "field and post".

## EMPLOYMENT HISTORY

January 1994  
to June 1996

**Owner**, Bob X's Communications (Somewhere, PA and Seattle, WA)

Recent contracts:

Writing Lead - Microsoft Site Server for Windows NT (MSS): Personalization & Management  
Led writing team developing books and Help for web site member management and personalization tools. Visited customer sites to collect pertinent information. Helped interview writing contractors, led information design and doc planning efforts. Co-wrote one book.

Writing Lead - Microsoft "Wolfpack" Cluster Server for Windows NT (MSCS)  
Led writing team to develop Administrator Guide and Help for NT Server clustering product.

Windows NT Subject Matter Expert/Writer - Microsoft Press (Windows NT 4.0 training)

Writer - Microsoft Technology Monthly (Microsoft Windows NT newsletter for educators)

Writing Lead - Microsoft Windows NT 4.0 OEM Preinstallation Kit (OPK)  
Developed programming-intensive guide for helping OEMs preinstall Windows NT.

Writer - Microsoft Windows NT 4.0  
Authored two installation guides, *Start Here for Windows NT Server* and *Start Here for Windows NT Workstation*, shipped with every copy of Windows NT 4.0.

Writing Lead and Editorial Manager - Luminous Color Central (versions 3.0 and 3.01)  
Wrote and edited all documentation for high-end prepress print- and OPI-server product.

Writer - Adobe OPEN (version 1.0)  
Wrote full documentation set for high-end prepress workflow tool.

August 1992  
to July 1994

**Teaching Assistant**, Blah-blah Unversisty, Department of English (Somewhere, PA)

Lectured and graded various English lit and writing classes while earning my graduate degree.

January 1992  
to August 1992

**Technical Writer/Editor**, Company Z (Everywhere, MN)

Functioned as "roving" document writer and editor for three departments, all involved with early marketing and testing of new hardware and software products.

Document types: user manuals, video scripts, info brochures, press releases, proposals, flyers.

## EDUCATION

Graduate work  
Undergraduate

M.A. / M.F.A. English (ABD), Blah-blah University

B.A. English, Yeah-yeah College